

Nancy Benton, PhD, RN

5110 Picnic Point Rd.
 Edmonds, WA 98026
 Mobile: (360) 904-0140
 E-mail: nbenton55@gmail.com
 nbenton@plu.edu

Citizenship: USA**SS#: XXX-XX-3547****Education**

2007 Doctor of Philosophy (Nursing Gerontology)	Oregon Health & Science University	Portland, Oregon
2001 Master of Nursing (Community Health)	Washington State University	Vancouver, Washington
1995 Bachelor of Science (Nursing)	Regents College	Albany, New York

Licensure:

Registered Nurse	State of Oregon	Retired License
Clinical Nurse Specialist	State of Oregon	Retired License
Registered Nurse	State of Washington	Active License
Registered Nurse	State of Hawaii	Retired License

Professional Appointments:

June 2025-Present Simulation Faculty – Pacific Lutheran University

As Clinical Simulation Faculty at Pacific Lutheran University my responsibilities include facilitating simulation scenarios for Junior 1, Junior 2, Senior 1 and Senior 2 students including pre-briefing and debriefing using the G.A.S. methodology. In addition, I am responsible for grading the student's charting for the scenario in ATI/EHR, grading a student self-reflection of the scenario and recording a professionalism score for the students after their simulation scenario.

May 2023-June 2025 Clinical and Simulation Faculty –Pacific Lutheran University

As clinical faculty for the ABSN program I am responsible for clinical supervision for senior students in their final precepted practicum and teaching simulation scenarios to assist students in developing critical thinking skills in nursing. Additionally, I have served as clinical instructor lead for four clinical instructors in Spring, Summer and Fall terms in 2024 and Spring term of 2025.

April 2020-December
2021

Consulting Nurse-Electronic Health Record Modernization
Veterans Integrated Service Network (VISN) 20 Northwest

Serving Oregon, Washington, Idaho and Alaska, Veterans Integrated Service Network (VISN) 20 is the largest geographic (land mass) VISN in the nation. I was recalled from retirement to assist during Covid 19 surge. Assisted a facility that received 152 Joint Commission findings and was slated for re-survey. Upon resurvey, the facility received no findings. I was then assigned to implement a new governance structure throughout each of the eight facilities in VISN 20. When this was accomplished, I was re-assigned to stand up a VISN team to manage the Electronic Health Record Modernization (EHRM). The Veterans Health Administration contracted with Cerner to implement a completely new system of electronic health records throughout the entire nation. The first facility to 'go-live" with the Cerner Millennium health record was located in VISN 20. I recruited a EHRM implementation team and, taking lessons learned from our facility using the new electronic health record, designed the team with informaticists, nurse informaticists, patient safety nurses, clinical nurse leaders and administrative professionals. Upon my departure on December 31, 2021, the team was fully functional and ready to assist other facilities as they implement the new electronic health record.

2016- Retired July 2018

Chief Nurse and Quality Management Officer– VHA
Veterans Integrated Service Network (VISN) 20 Northwest

The VISN Chief Nurse and Quality Management Officer CNO/QMO is a member of the executive leadership team and is responsible and accountable to the Network Director for oversight of nursing practice, quality management, safety programs (both patient and environmental safety) and performance improvement at eight facilities, thirty-one Community Based Outpatient Clinics (CBOCs) and four long-term care facilities throughout the four states (Oregon, Washington, Idaho and Alaska). The CNO/QMO is also responsible for identifying and facilitating the dissemination of best practices throughout the VISN as well as consulting to all sites for accreditation and other oversight activities. As a chief officer and executive leader, the CNO/QMO participates in strategic planning and directs the execution of the VISN approach to assuring provision of safe, high quality health care in acute medical and mental health, outpatient medical and mental health and long-term geriatric care. In VISN 20 the CNO/QMO is responsible for the program directors who manage accreditation ie: Joint Commission and Council on the Accreditation of Rehabilitation Facilities (CARF) patient safety, environmental safety including (Green Environmental Management Systems (GEMS), industrial hygiene, systems improvement including lean and six sigma and sterile processing procedures.

2013-2016 Chief Nursing Officer – Spokane VA Medical Center

The Mann-Grandstaff VA Medical Center (MGVA) in Spokane Washington is a 36-bed acute care (including 12 acute mental health beds) and a 34 bed nursing home facility located in the inland pacific northwest. The facility provides outpatient primary care and various specialty care including outpatient substance abuse treatment, and primary mental health, dental and optical services. Serving nearly 30,000 veterans from 3 states (Washington, Idaho and Montana) and covering 64,000 square miles, the MGVA is located in the Spokane metropolitan area.

The Associate Director for Patient Care Services (ADPCS) is the Chief Nursing Officer (CNO) for the facility and is responsible for all nursing standards of practice for more than 300 nursing personnel. In addition, the ADPCS/CNO oversees social work services, nutrition and food services and education services for the entire facility. In my tenure, I reorganized nursing services and committee structures and created a Nurse Professional Council (NPC) that reaches nursing across the organization into service lines that do not report up through the AD/PCS service line. In keeping with the self-governance model, the NPC has, under my direction, implemented Unit Based Councils (UBCs) in every area of the organization.

2008-2013 RN - Quality Management Officer – VHA Veterans Integrated Service Network (VISN) 20 Northwest Network,

Responsible for oversight of quality management programs and performance improvement for the Northwest Network Department of Veterans Affairs, VISN 20. As a member of the executive leadership of VISN 20, responsibilities include leading quality and safety managers at eight sites throughout Oregon, Washington, Idaho and Alaska. Acting as Chief Medical Officer (CMO) in the absence of the network CMO. Identifying and facilitating the dissemination of best practices throughout the VISN. Consulting for accreditation and other oversight activities. Strategic planning and execution of the VISN approach to assuring provision of safe, high quality health care.

2005-2008 RN - Director, Quality & Performance – Portland VA Medical Center

Responsible for oversight, strategic planning and implementation of the quality and safety program of a large metropolitan teaching hospital. The Portland VA Medical Center offers inpatient and outpatient medical and mental health care. The facility also operates a large Domiciliary, Substance Abuse Treatment programs and a mental health intensive case management (MHCIM) program. As a member of the leadership team of the facility, responsibilities included assuring accreditation for all Joint Commission and CARF programs, monitoring compliance with all clinical quality and safety guidelines, risk management, performance improvement and acting as content expert consultant to the executive team in matters of safety, performance and risk.

Other Nursing Experience

2005 (Summer)	Clinical Teaching Faculty - Walla Walla College of Nursing
2003-2010	Adjunct Faculty, Oregon Health & Science University, School of Nursing
2001-2005	RN - Director, Home and Community Based Services - Portland VA Medical Center, Nurse III
1997-2001	RN - Program Director/Quality Consultant - Portland VA Medical Center, Nurse III
1995-1997	RN – Quality Management Specialist- Portland VA Medical Center, Nurse II
1992-1995	Staff LPN – Geriatrics and Extended Care – Portland VA Medical Center (LPN GS-5)

Awards

John A. Hartford Scholar
2005-2007

Edna Stilwell Writing
Award 2007 from Slack
Intl. Journal of
Gerontological Nursing

Presentations:

November 2009 – Guest Lecturer VA Approach to Quality Health Care – Metrics and Measures	Vancouver, WA	Washington State University
December 2007 – Guest Lecturer Quality in Health Care Models and Methods	Vancouver, WA	Washington State University

November 2005-Symposium Presenter VA Home Wound Care Project - OHSU Best Practice Initiative Partner	Orlando, FL	Gerontological Society of America Annual Meeting
August 2004-Presentation VA's Program at Home	Beaverton, OR	Oregon Gerontological Association
November 2003-Paper Presentation Innovations in Home Health Care-The Changing Role of the Home Care Nurse	San Diego, CA	Gerontological Society of America Annual Meeting
August 2003 – VA National Home Care Meeting – Co-presenter with Dr. Bruce Leff on Home Hospital Care	New Orleans, LA	VA National Meeting
March 2003 – Immunization of Adult Populations-Best Practice Panel Presenter	Portland, OR	Oregon CDC Annual Conference
November 2002 Abstract Presentation (paper presented as part of a symposium) Wound Care Management at Home -	Boston, MA	Gerontological Society of America
March 2000 Presentation – Immunization Of Adult Populations-Best Practice	San Diego, CA	Anaheim, CA. VHA National Meeting
September 1999 Keynote Speaker Celebrating the Nurses' Role in Health Promotion	Seattle, WA	VA Northwest Network VISN20 Meeting
November 1999 Poster Presentation Colorectal Cancer Screening: Lessons Learned	Milwaukee, WI	VHA National Meeting on Clinical Practice Guidelines

Publications:

Benton, N. A. (2010) Creating a culture of quality. In J. S. Fulton, Lyon, B. L., Goudreau, K. A. (Ed.), *Foundations of clinical nurse specialist practice* (pp. 159-168). New York: Springer Publishing Company.

Benton N, Harvath T, Flaherty Robb M, Medcraft M, McWhorter K, McClelland F, Joseph C, Mambourg F. (2007) Managing Chronic, Nonhealing Wounds Using a Research –Based Protocol, *Journal of Gerontological Nursing* 23:11

Mader S, Medcraft M, Joseph C, Jenkins K, **Benton N**, et al **(2004)** Program @ Home: A Veterans Affairs healthcare program to deliver hospital care in the home. JAGS 56: 2317-2322

Mader SL, **Benton N**, Ansari Y, Baird C, Harper R, Chapman K, Donius M, Jenkins K, Jackson J, Setka D, Medcraft M. **(2004)** Program @ Home: A VA program to deliver hospital care in the home. JAGS 52: S200, (abstract publication).

Benton N, Brighton T, Crane M, Espe E, Jenkins K, Parkison T, Setka D. **(2003)** Innovations in Home Health Care: Acute Home Care and the Changing Role of Home Care Nurses, Gerontologist 43:1 (abstract publication)

Benton N, Joseph C, Medcraft M, McWhorter K, McClelland F, Mambourg F. **(2002)** Wound Care Management at Home: Challenges and Opportunities, Gerontologist 42:1 (abstract publication)